Telephone Features User Guide

Avaya Business Communications Manager

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Telephone button icons

Use this guide as a quick reference for accessing the features of your telephone. More application-specific feature information is available in the following documents:

- Avaya Call Pilot ManagerTelephone Administration Guide for Voicemail features
- Avaya Contact Center Telephone Administration Guide for Call Center features
- Avaya System-wide Call Appearance (SWCA) Feature Card for SWCA features
- Hospitality Feature Card for Hospitality features
- Avaya Meet-Me Conferencing User Guide for instructions on using the Meet-Me Conferencing feature
- Avaya Find Me/Follow Me User Guide for instructions on using the Find Me/Follow Me feature

Your system administrator can inform you if any of these features are not available on your telephone.

To access the features of your telephone, you will need to use the Feature button. Some models of phone include a Feature button, while other models use a different label. On digital phones, the Feature button is labelled as the Services key or by a small globe icon. Other telephone models have different icons, or they show the word Feature above a display key. Refer to the user guide for the specific telephone model for more information.

This book uses **FEATURE** to indicate pressing the Feature key is required before entering a feature code. The table below shows which buttons to use on the different types of Avaya telephones. Refer to each user card for specific details about each type of telephone.

Button Function	Digital and analog telephones	IP Phones
Feature	Feature, Fx	Display key
Hold	Hold,	
Release On- or Off-hook	RIs,	
Answer call	Telephones with line buttons: Press the active line button or Intercom key, and lift handset. Telephones with no buttons: Lift handset. When using a headset on a Avaya 7316E Digital Deskphone or on an IP phone, press the Headset button to answer a call. On models that do not have a Headset button, connect the headset and answer a call by taking the phone off-hook. To answer a call using the handsfree feature, press the **Handsfree** key to transfer a call from the handset/headset to the telephone speaker.	

Soft Keys	Telephones with displays have softkeys located directly under the display. The softkey labels are be shown in the telephone display. The Softkey labels and functions change depending on the telephone model and, the operation being performed.

Symbols used in this guide:

This guide uses the following labels to indicate each type of configuration button:

- **FEATURE** indicates pressing the Feature key
- **HOLD** indicates pressing the Hold key (or equivalent)
- **RLS** indicates pressing the Release key (or equivalent)

The following symbols are used to indicate different types of phones. Within the text, the symbols indicate features that are not supported, or that require different actions than the standard digital phones:

* indicates Avaya 7000 and Avaya 7100 Digital Deskphones and the Avaya IP Phones

Note: If your telephone does not have access to all the features listed in this guide, then either your telephone does not support the feature, or the feature has not been enabled on your telephone. Your system administrator can provide details.

Telephone features

Background Music	**FEATURE** 86 **Cancel: FEATURE** #86 Listen to music (provided by an external source or an IP source connected to the system) through your telephone speaker when you are not on a call. Use the same feature code to cancel the background music.
Button Inquiry	**FEATURE** *0 Check what feature is programmed on any button. Use when labeling buttons. **Variances** * (shows DN)
Call Duration Timer	**FEATURE** 77 Briefly display the approximate length of your current or most recent call.
Call Forward	**FEATURE** 4 **Cancel: FEATURE** #4 Send your calls to another telephone in your system.
Call park	**FEATURE** 74 Put a call on hold to enable you to answer the call from any telephone in your system. The display shows a three-digit retrieval code. To retrieve a parked call: press an intercom button and dial the retrieval code. **Variances** * (Lift the handset or go on- or off-hook, and dial the retrieval code.)
Call Pickup, directed	**FEATURE** 76 and the telephone number Answer any ringing telephone.
Call Pickup, group	**FEATURE** 75 Answer a call ringing at another telephone in your pickup group. The external call ringing longest is answered first.
Call Queuing	**FEATURE** 801 Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.
Camp-on	**FEATURE** 82 and the extension number of the receiving telephone. Re-route a call to another telephone even if all the telephones lines are busy.

Telephone features

Class of Service password

FEATURE 68 plus COS password

Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial.

The COS password is provided by your System Administrator to change your Class of Service.

Conference

FEATURE 3

Establish a three-party conference call.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press **FEATURE** 3.
5. Press the line or intercom button of the first held call.
6. Press **RLS** to end the conference call.

Variances

*(Step 5 not required)

Establish a multi-party conference call (4 or more people; maximum 18).

1. Follow the steps to establish a three-party conference call.
2. Press the **Newcall** softkey, or press **FEATURE** 807. You can also use the Intercom key if your set has one.
3. After the fourth call is answered, press **FEATURE** 3, and press the held line.
4. Put the fourth call on hold and repeat steps 2 and 3 to add more calls to the conference.
5. Press **RLS** to end the conference call.

To remove yourself from a conference permanently (unsupervised conference):

Press **FEATURE** 70.

The other two callers remain connected. (Some external lines may not support this feature.)

To put a conference on hold:

Press **HOLD**. The other callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold.

Note: This feature is not available for multi-party conference calls.

To re-establish the conference: Press **FEATURE** 3**.**

To disconnect one party:

1. Press the line or intercom button for the caller you want to disconnect.
2. Press **RLS**.
3. Press the line or intercom button to resume your conversation with the other caller.

To independently hold two calls:

1. Press the line or intercom button of the first caller.
2. Press **HOLD**. The second caller is automatically put on hold.

Note: This feature is not available for multi-party conference calls.

To re-establish the conference:

1. Retrieve one call from hold.
2. Press **FEATURE** 3.
3. Retrieve the second call from hold.

To send Hookswitch or DTMF during a conference call:

Either system telephone engaged in a three-way conference call over a Network CLID or DS trunk can issue a hookswitch or DTMF dialing request without leaving the conference, if the feature is enabled.

Note: This feature is not available for Avaya 20xx series IP Deskphones.

– To hear DTMF tones on these telephones during dial, activate Long Tones (**FEATURE** 808).
– To conference in another party through the trunk, use **Link** (**FEATURE** 71)

Contrast adjustment

FEATURE *7 plus a number from 1 to 9 to adjust the display contrast. Press **HOLD** to set your choice.

Telephone features

Dialing modes

FEATURE *82

Use the following steps to choose one of three modes of dialing listed:

1. Press **FEATURE** *82.
2. Press # to select the mode.
3. Press **HOLD** to store the mode.

Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

Automatic Dial: Dial the number without choosing a line button first. Your prime line is selected automatically for the call.

Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing the volume bar before placing the call.

Do Not Disturb

FEATURE 85 **Cancel: FEATURE** #85

When you are not on a call, prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

Telephone features

Find Me/Follow Me

FEATURE 960

With Find Me/Follow Me, you can pick up a call either at your primary extension (your desk phone for example) or at one of the five external destinations, such as a cell phone, your home phone, or another phone. When you answer the call at one destination the other alerting calls are disconnected. By doing this, the Find Me/Follow Me feature reduces the chance of missed calls. You can then transfer the answered call back and forth between your desk phone and other devices in your list of Find Me/Follow Me external destinations.

Transferring a call from the primary extension to an external destination number:

If you have answered a call on your primary extension, you can transfer it to a configured external destination number at any time during the duration of the call.

1. Press **Feature** 960.
   Your configured external destination numbers ring.
2. Pick up the call on the desired set. Outgoing calls sent from Find Me/Follow Me, as well as the current call to the primary extension, are disconnected. The call continues on the current set.

Note: If you are using an analog set, press **Link *960.**

Transferring a call from an external destination number to the primary extension:

On your primary extension, press **Feature** 960.
Find Me/Follow Me pulls the call back to your primary extension. The call disconnects from the previous extension.
Note: If you are using an analog set, press **Link *960.**

Group Listening

FEATURE 802 **Cancel: FEATURE** #802

Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press **RLS** to hang up.

Note: This feature is not available for phase 2 IP Phones or on models Avaya 1120E IP Deskphone and Avaya 1140E IP Deskphone.

Variances

* (not available)

Telephone features

Handsfree

Handsfree/mute or **Handsfree** button

Press the key to transfer a call from the handset/headset to the telephone speaker. If you lifted the handset, return it to the cradle.

Note: Handsfree speaker volume returns to the default volume set at the telephone at the end of each call.

Variances

* (not available)

Hold

Press **HOLD**

Temporarily suspend a call.

To retrieve a held call, press the line button for the held call.

Variances

* (Press **HOLD** to toggle between two calls.)

Hold - Exclusive

FEATURE 79 or **FEATURE/HOLD**

Temporarily suspend a call and prevent other telephones from picking it up.

Hold - Auto

FEATURE 73 **Cancel: FEATURE** #73

Set your telephone to automatically put a call on Hold when you pick up a second call, or prevent your telephone from doing so. Default is Yes (feature is on).

Note: Telephones that have SWCA buttons must have this feature active (set to Yes).

Language choice

FEATURE *501: Select Primary Language for the telephone display.

FEATURE *502: Select Alternate Language for the telephone display.

FEATURE *503: Select Alternate Language 2 for the telephone display.

FEATURE *504: Select Alternate Language 3 for the telephone display.

Last Number Redial

FEATURE 5

Automatically redial the last external telephone number that you dialed.

Line pools

FEATURE 64

With a line pool, telephones can share several lines for making calls.

1. Press **FEATURE** 64 or an intercom button.
2. Enter a line pool access code. (See your System Administrator for a list.)

Variances

* (no intercom buttons)

Telephone features

Line redirection

FEATURE 84 **Cancel: FEATURE** #84

Send calls arriving on an external line to another telephone outside your system. (Some external lines do not support this feature. See your System Administrator.)

Variances

* (not available)

Link

FEATURE 71

Generate a Link signal to access a PBX or other host exchange.

Long Tones

FEATURE 808

Generate a tone for as long as you hold down a button. This is used to communicate with devices such as fax or answering machines. Long tones are only in effect for your current call.

Meet-Me Conferencing

FEATURE 930

Dial into a conference call at a specified phone number and specified time.

To access the conference call as the chairperson:

1. Press **FEATURE** 930.
2. Follow the prompts.
3. Enter your PIN and press **#**.
4. Choose one of the following options:
   Press **1** to enter the conference.
   Press **2** to set a passcode for participants.
   Press **3** to change the conference settings.

To set a passcode for the conference:

1. Enter a passcode for participants to use and press **#**.
   The passcode must be between 2 and 8 digits in length.
2. Enter the passcode again to verify it, and press **#**.
3. Choose one of the following options:
   Press **1** to enter the conference.
   Press **3** to change the conference settings.

To configure conference settings:

1. To change conference settings, press **2**.
2. To permit QuickStart, press **1**. Otherwise, press **#**.

   If you press **1**, future conferences will start when the participants arrive.
   If you press **#**, future conferences will start when the chairperson arrives.

   Note: When you enable the QuickStart feature on a Meet Me Conferencing bridge that external conference participants can access by using a 1-800 number, there is a risk that your company can incur unauthorized toll charges. To avoid this type of fraud, do not enable the QuickStart feature on a conference bridge that can be accessed with a 1-800 number.

3. Configure how the conference will end:

   To allow the conference to continue after you disconnect, press **1**.
   To terminate the conference when you disconnect, press **#**.

To access the conference call as a participant:

1. Press **FEATURE** 930.
2. If prompted, say your name.
3. If prompted, enter the passcode.

For more information about using the Meet-Me Conferencing feature, see the *Meet-Me Conferencing User Guide* (NN40020-104).

Telephone features

Messages

FEATURE 1 **Cancel: FEATURE** #1

Send a message to another telephone within your system.

To view and reply to your messages:

1. Press **FEATURE** 65.
2. Press * and # to view your message list.
3. Press 0 to call the person who left you the message.

To erase a message:

Press **HOLD** while viewing a message.

Moving line buttons

FEATURE *81

Change the position of your line or hunt group buttons.

1. Press **FEATURE** *81.
2. Press the line button that you want to move.
3. Press the button to which you want to move the line.
4. Press **RLS**. The two buttons are exchanged.
5. Update the button label strip on your telephone.

Line buttons cannot be exchanged with intercom, answer DN, or handsfree buttons.

Variances

* (not available)

Mute

Handsfree/mute or **Mute** button

Press this button when you do not want the caller to hear anything from your side of a handsfree call. The display light beside the button blinks when the call is muted. The mute button on the T-series and i-series telephones mutes all types of calls.

Page announcement note: A call retrieved from hold after a page announcement does not necessarily remain muted.

Variances

* (not available or set-based)

Name and number block

FEATURE 819 **Cancel: FEATURE** #819

Block either outgoing name or number, or both, for a specific call.

Telephone features

Page

FEATURE 60 and code (1 to 3) and zone (0 to 6)
Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones. Page announcements are programmed to timeout after a pre-selected amount of time, which is set by your System Administrator.

Variances

* (cannot receive pages)

Internal page

FEATURE 61 and zone (0 to 6)
Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones.

External page

FEATURE 62
Make a page announcement through an external loudspeaker system.

Internal and external page

FEATURE 63 and zone (0 to 6)
Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

Incoming page during active call:

The system can be set to either:

- Put an active call on hold, and broadcast the incoming page.
- Broadcast of an incoming page is muted for the duration of an active call; broadcasting any remaining portion of the page after the call is terminated.

This feature is set by your system.
Note: Business Series Terminals: a call on mute when a page is broadcast does not remain muted when it is released from hold after the page.

Pause

FEATURE 78
Program in an external autodial sequence to insert a 1.5-second delay. For pulse dialing: * also inserts a 1.5-second delay.

Telephone features

Priority call

FEATURE 69
Interrupt a person on a call.
A person on another call can press FEATURE 85 (Do Not Disturb) to block priority calls.
Variances
*(ringing call)

Privacy

FEATURE 83
Change the privacy setting for an external line. If a line normally has privacy, this enables another telephone that shares the line to join your call by selecting the line in use. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line in use. The privacy setting is re-established once you end your call, or when you enter the Privacy feature code again.

Professional Call Recording

FEATURE 995
Record an active call, a three-party conference call, a multi-party conference call, a Meet-Me Conferencing conference call, a privacy conference call, or Contact Center call. Your System Administrator must configure this feature to your extension.

Press **Feature 995** to record an active call on your set.
The feature delivers the recorded call as a WAV file, together with the call log data, to an email address or it is streamed to a server. Your System Administrator configures the rule as to where the call is stored.

Press **Feature 996** to stop recording.
Note: Manual activation of Professional Call Recording is not supported on analog sets.

Record A Call

FEATURE 989
Record an active two-party call and have the recorded message stored in your mailbox or an SFTP server.
Note: Your System Administrator must enable this feature.

Ring again

FEATURE 2 **Cancel: FEATURE** #2
Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

Telephone features

Ring type

FEATURE *6
Select a distinctive ring to help differentiate between your telephone from others nearby.
1. Press **FEATURE** *6.
2. Enter the ring type number (1 to 4).
3. Press **HOLD**.

Ring volume

FEATURE *80
Make your telephone ring so that you can adjust the volume. You also can adjust the volume any time your telephone rings.

Run/stop

FEATURE *9
Store more than one autodial number or external carrier feature code on one memory button by inserting a break point between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.

Saved number redial

FEATURE 67
Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Service schedules

FEATURE 870
Display the modes that have been turned on at a designated control set.

Ringing services

FEATURE 871 **Cancel: FEATURE** #871
Turn on one of six schedules for alternative ringing and call answering arrangements from a designated control telephone.

Restriction services

FEATURE 872 **Cancel: FEATURE** #872
Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You must enter a password.

Routing services

FEATURE 873 **Cancel: FEATURE** #873
Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You must enter a password.

Telephone features

Speed dial - using

FEATURE 0
Dial an external telephone number using a two- or three-digit code. There are two types of speed dial codes: system (01-70 or 001 to 255) and personal (71 to 94). System speed dial codes can be used from any display telephone in the system. System speed dial codes are assigned by your System Administrator.
Personal speed dial codes are used exclusively at your telephone.

To make a call using a speed dial code:

1. Press **FEATURE** 0.
2. Enter the two- or three-digit code for the number.

Speed dial - programming

To program personal speed dial numbers:

1. Press **FEATURE** *4.
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you do not specify the external line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press **HOLD**.
6. Record the code and number you have just programmed.

Note: You cannot program personal speed dial numbers while another user is programming your system.

Static time and date

FEATURE 806 **Cancel: FEATURE** #806
Change the first line of the display to the current time and date.

Time

FEATURE 803
Briefly display the time and date while you are on a call.

Telephone features

Transfer

FEATURE 70 **Cancel: FEATURE** #70

Send a call to another telephone within your system, or to an external telephone. You cannot transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

Make or answer a call.

1. Press **FEATURE** 70.
2. Call the person to whom you want to transfer the call.
3. Stay on the line if you wish to speak privately to the person before completing the transfer.
4. Press **RLS** to complete the transfer.

If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.

Trunk answer

FEATURE 800

Answer an external call, ringing on a line that has been placed into a Ringing Service schedule, from any telephone in your system. This feature does not work for a private line.

Voice call

FEATURE 66

Make a voice announcement, or begin a conversation through the speaker of another telephone, without first making the other telephone ring.

Variances

* (ringing call)

Voice call deny

FEATURE 88 **Cancel: FEATURE** #88

Prevent your telephone from receiving voice calls.

Do Not Disturb (**FEATURE** 85) also prevents your telephone from receiving voice calls.

Wait for dial tone

FEATURE 804

Program an external autodial number, to cause the system to wait to receive dial tone from another system, before proceeding with the dialing sequence.

Call Display Services

The following features are available only if you subscribe to Call Display services from your local telephone company.

Autobumping

FEATURE 815 **Cancel: FEATURE** #815

Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.

Call information

FEATURE 811

Display the name, number, or line name of a ringing or held call. Press # to move through the information displays.You can view information for active calls as well as ringing and held calls.

Call log - view

FEATURE 812

Call Log displays use the following special characters:

- underline: identifies a new item
- handset icon: identifies answered calls
- globe icon: identifies long-distance calls
- forward slash: identifies that the information has been shortened

To view your Call Log:

1. Press **FEATURE** 812
2. Press * to view old items.
   Press # to view new items.
   Press 0 to return to the last viewed item.
3. Press # and * to move through your items.
4. Press the volume bar to view more information on an item.

Call log - erase entry

To erase a Call Log entry:

1. Press **HOLD** while viewing an item.

Call log - return call

To return a call from your Call Log:

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long-distance dialing or line pool access, or you can remove numbers using the volume bar.
3. Press a line button.
4. Lift the handset.

Call log - options

FEATURE *84

Select the type of calls that are stored automatically in your Call Log. Press # to see the next setting. Press **HOLD** to select the displayed setting.

Call Display Services

Call log - password	**FEATURE** *85 Program a four-digit password for your Call Log. To reset a forgotten password, see your System Administrator.
Logit	**FEATURE** 813 Store caller information for your current call in your Call Log.

ETSI feature

Malicious Caller Identification (MCID)	**FEATURE** 897 must be entered 30 seconds after the caller hangs up, and before you hang up. Record caller information for the last external call at the central office that assigned the line. This feature only works if the incoming calls are received over ETSI ISDN lines, and the feature is activated in programming. Check with your system administrator.

IP telephone features

Use the following procedure to access features on the Avaya1110 IP Deskphone, Avaya 1120E IP Deskphone, and Avaya1140E IP Deskphones, Avaya 20xx series IP Deskphones, or the Avaya1210, 1220, and 1230 IP Deskphones.

Using feature menus

FEATURE *900, [ ] or [Services] (services keys to access Feature menu)

Activate a display menu of feature options.

1. Press **Page+** (move forward) and **Page-** (move back) to scroll through the list. You also can use the up and down navigation keys on the telephone.
2. When the feature you want is highlighted, press **Select**.

From this point, the feature works in the same manner as it does when invoked from the keypad, or through the memory buttons.

Note: The available features on this menu are configured by your system administrator.

Programming IP KEM and Central Answering Position memory buttons

The default for key expansion module (KEM) and Central Answering Position (CAP) memory buttons is blank. You can program memory buttons on the KEM or CAP to your personal preference with internal and external autodial numbers or features to give you touch dialing or feature activation. You can program names to correspond to external autodial numbers, and you can verify what names are programmed against which external autodial buttons after you have entered the names.

Program features on your Avaya 2002 IP Deskphone, Avaya 2004 IP Deskphone, Avaya IP KEM, Avaya KEM for Avaya 1100 series IP Deskphones, or CAP by completing the following procedures for programming memory buttons.

Programming internal autodial

1. Press [ ] [*] [2].
2. Press a memory button.
3. Dial the extension number.
4. Press OK to store the number.
   Or
   Press Quit to exit the programming sequence.

Programming external autodial

1. Press [ ] [*] [1].
2. Press a memory button.
3. Dial the external number.
4. Press OK to store the number.
   Or
   Press Quit to exit the programming sequence.

IP telephone features

Programming names for external autodial on KEM

1. Press [Transfer] [*] [1].
2. Press a memory button.
3. Type the external number.
4. Press OK to store the number.
5. Use the keypad to type the name that corresponds to the number you programmed.
6. Press OK to store the name with the corresponding number.

Verifying the name programmed for an autodial button on KEM

1. Press [Transfer] [*] [0].
2. Press the programmed memory button for which you want to see the programmed name.

   The name that you programmed against that external autodial button appears on the LCD.

Programming features

1. Press [Transfer] [*] [3].
2. Press a memory button.
3. Press [Transfer] and enter the feature code.
4. Press OK to store the feature code.
   Or
   Press Quit to exit the programming sequence.

Erasing memory buttons

1. Press [Transfer] [*] [1].
2. Press a memory button.
3. Press OK to erase the button.

IP telephone features

Hot Desking - setting up

FEATURE *999, or (services keys to access Feature menu)
You can divert your Avaya IP Phone configuration to another Avaya IP Phone registered on the same system, using the Hot Desking feature. For instance, this feature can be used if you are working temporarily at another site, but you want to retain your telephone setup.
Note: The headset mode is not transferred during Hot Desking.
Note: When Hot Desking between different versions of IP phone sets, the functions available are those of the less capable set. For example, if an Avaya 2001 IP Deskphone is hot desked to an Avaya 2002 IP Deskphone 2002, the speaker button LED does not function because the button does not exist on the Avaya 2001 IP Deskphone.

Setting up Hot Desking

1. Ensure both telephones are on-hook.
2. On your telephone (xxx), enter Hot Desking.
3. Press **Admin**.
   The first time you do this, the display reads **Creating password**.
   The next time you enter Hot Desking, the display reads **Enter Hot Desking PW**.
4. Use the dialpad to enter a password. Note: Use the **Back** key to erase entries.
5. Press **OK**.
   The first time you do this, the display reads **Confirm password**. Continue with step 5. The next time you enter Hot Desking, the display reads either **Disallow Hot Desking** or **Allow Hot Desking;** skip to step 7.
6. Use the dial pad to enter the same password you entered in step 3.
7. Press **OK** to save the password. The display reads **Disallow Hot Desking**.
8. If you want to allow or disallow Hot Desking, press **CHANGE** to select the function you require.
9. Press **Quit** to exit.

IP telephone features

Hot Desking - activating

To activate Hot Desking:

On the telephone to which you are diverting your calls (yyy).

1. Enter Hot Desking.
2. Press **Divert**.
3. At the DN prompt, enter the DN of your telephone (xxx).
4. Press **OK**. The display reads **Enter < > PW**.
5. Enter the password for your telephone (xxx).
6. Press **OK**.

Hot Desking - cancelling

De-activating Hot Desking

Hot Desking can be cancelled from either IP telephone.

Ensure that the telephone is on-hook before cancelling Hot Desking. There can be up to a 10-second delay after the call ends before the system allows you to cancel Hot Desking. This period can vary, depending on the call type.

On the active telephone (yyy):

1. Enter the Hot Desking feature. The display reads: **Cancel Hot Desking?**
2. Press **Yes** to cancel Hot Desking. The telephone displays of both sets return to normal.

To cancel Hot Desking on the diverted telephone (xxx), press **CANCEL**.

Automatic cancellation occurs if the telephone re-boots, is unplugged, or is hot-desked by a third telephone.

Hot Desking - reset password

If you forget your Hot Desking password, ask your system administrator to reset the password for your telephone. This allows you to access Hot Desking on your telephone and enter a new password.

Time zone - adjust

Use this feature to reset the time on an IP telephone that is located in a different time zone from the system on which it is registered.
FEATURE *510.